

### Areas of Technical Knowledge and Experience

Lean Six Sigma	SAE AS 9100 (Rev. D)	Quality System Auditing
5S & Visual Management	SAE AS 9102B (FAI)	Remote Auditing
Process Mapping (VSMs, SIPOC & Turtle Charts)	SAE AS 9120 (Rev. B)	Supplier Assessments
Flowcharting (ISO 5807)	SAE AS 9146 (FOD)	Supplier Management
BPMN 2.0 Modeling	SAE AS 5553A	Sampling & SPC
ISO 21500 (Project Mgmt)	SAE AS 6081	Mechanical Testing
Gantt Charting	SAE AS 6174A	GAFTA Requirements
ISO 17021	SAE AS 9101F	Online DQS development
ISO / IEC 17020	SAE AS 9104/1A	Technical Writing
ISO / IEC 17025	SAE AS 13000 (8D)	Standard Work
ANSI/NCSL Z540	SAE AS 13003 (MSAs)	Effective Presentation
ANSI/ASQC M-1 / M-2	ISO 9001	NTEP VCAP Auditing
ISO 10012-1	ISO 10015 (Training)	Electronic Equip. Repair
NIST HDBK 44	ISO 19011 (Auditing)	ANSI/ESD S20.20
Calibration / Metrology	ISO 31000 (Risk)	10-CFR-50 / 10-CFR-21
SAE ARP 5580 (FMEA)	ISO 22301 (BCMS)	ASME NQA-1
SAE AS 13004 (PFMEAs)	NFPA 1600 (2019)	Cause & Effect Analysis
MIL-STD-1629A (FMECA)	AAR M-1003	(e.g., 5W, Fishbone, Apollo)
	API Spec Q1 (9 <sup>th</sup> Ed.)	TRIZ



### Employment:

August 1995 – Present      Quality Management Specialist / Quality Systems Auditor  
Dallas, TX

Contract executive management services, management and quality system consulting, and independent auditing services that include:

- Both short and long-term executive management assignments on a contract basis (e.g., Quality Manager / Quality Specialist) maintaining effective quality management systems. Current assignments include:
  - Quality Specialist for Mangan, Inc. (Houston, TX) [ISO 9001 Registered by NQA, USA]
  - Quality Specialist for "Russell Marine Group" [a "Gafta Approved Superintendent" - Previously ISO 9001 Registered by NQA, USA]
  - Assistant Quality Director for Thionville Laboratories (New Orleans, LA) [ISO 17025 accredited by ANAB]
- Past assignments include:
  - Quality Director for Rahn Systems International [ISO 9001:2008 & AS9100C compliant]
  - Quality Director for Intertek Consumer Goods – Arlington Heights, IL [directing both Labtest Hardlines & Textiles laboratories through the achievement and maintenance of ISO 17025 accreditation from ACLASS – Intertek Consumer Goods also administered the JPMA Product Certification Program and is certified by the United States Consumer Products Safety Commission (CPSC)). (2008-2010)]
  - Quality Director for Intertek Labtest – Springfield, NJ location (1998-2006) and Program Director for the Intertek Services SA8000 Certification Program – establishing operations in Asia, Europe & the Americas)
  - Quality Coordinator for American Cargo Assurance (2009) [initially ISO 9001:2008 Registered by NQA, USA; transitioned to ISO 9001:2008 registration by QMI]
  - Quality Director for bestroute.com [a new business start-up that achieved ISO 9002:1994 registration from Intertek Systems Certification]
  - "Director & Subject Matter Expert" for "Clearaudit" (May 1, 2007 thru June 20,

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- 2009)
- “Quality Director” for OkyDoky.com (Nov. 2011 thru Dec. 2014)
- Management and quality system consulting. Activities typically include:
  - Assisting clients in:
    - developing and refining their *Business Model* (incl. Strategic Planning)
    - implementing Lean Six Sigma management systems
    - performing *Value-Added Assessments* of their Business Model
    - developing and implementing effective risk management systems
    - Implementing SMART action plans
    - Obtaining GAFTA Certification (Superintending, Analytical & Fumigation)
  - Making recommendations and assisting clients in *Kaizens & re-engineering* projects
  - Making recommendations and assisting clients in developing electronic (paperless) documentation systems (accessible on computers, iPads / Tablets, etc.), such as:
    - Web-based document / knowledge management systems (such as, “DokuWiki” & “Microsoft Teams”)
    - LAN/WAN based document distribution systems (e.g., PDF, LibreOffice/OpenOffice, Microsoft Word, Microsoft Excel)
    - eBook files (e.g., ePub)
  - Training of client personnel for internal auditing and quality system implementation
  - Advising clients of actions necessary to fully implement ISO 9001, ISO 17020, ISO 17025, or Gafta compliant quality systems. Current and past consulting clients include:
    - Russell Marine Group-PNW Laboratory [Gafta Approved Analyst]
    - Precision Metal Manufacturing [AS9100 registered by Orion]
    - R&G Laboratories, Inc. [ISO 17025:2017 accredited by ANAB]
    - Thionville Surveying Co. [previously ISO 9001 registered by NQA, USA]
    - American Cargo Assurance [ISO 9001:2008 Registered by NQA, USA]
    - Eurofins Central Analytical Laboratory [ISO 9001:2008 Registered by NQA, USA]
    - ICQ (USA), Inc. [ISO 17025 accredited by A2LA]
    - ElectroRent [ISO 9001:2008 Registered by NQA, USA]
    - Bell Microproducts [ISO 9001:2000 Registered by Intertek Systems Certification]
    - Network Courier Services [ISO 9001:2000 Registered by NQA, USA]
    - Trademark Computer [ISO 9002:1994 Registered by NQA, USA]
    - Triton Fumigation, LLC [GAFTA Certified Fumigator]
- Performing ISO 9001 & AS9100 assessment and surveillance activities for registrars and ISO 17020 / 17025 accreditation bodies. Past and present registrars and accreditation bodies include:
  - A2LA (ISO 17025)
  - ABS Quality Evaluations (AS9100)
  - ACLASS (ISO 17020 & ISO 17025)
  - Intertek (ISO 9001 & AS9100)
  - NQA-USA (ISO 9001 & AS9100)
  - Perry Johnson Registrars (AS9100)
  - Platinum Registration (ISO 9001 & AS9100)
  - STR-R/UL (AS9100)
  - VCA North America (ISO 9001)
- Responsibilities include: Scheduling, planning, and coordinating effective and efficient performance of pre-audit, assessment, surveillance, and re-assessment activities (i.e., auditors / assessment teams at multiple sites [per IAF MD1]) for a diverse variety of clients.
- Making recommendations based upon information gathered during pre-audit, assessment, surveillance, and re-assessment visits (i.e., recommending the granting, continuance, or withdrawal of registration) for various ISO 9001 / AS9100 registrars and ISO 17020 / ISO 17025 accreditation bodies
- Performing marketing / sales presentations and advisory visits
- Providing independent (internal) auditing services. Current and past clients include:
  - Quality Auditing, LLC – Minneapolis, MN

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- R&G Laboratories, Inc. – Tampa, FL [ISO 17025:2017 accredited by ANAB]
- Intertek Consumer Goods – Arlington Heights, IL, Oak Brook, IL & Springfield, NJ locations

May 1993 –  
August 1995

National Quality Assurance - U.S.A.  
(An ANAB Accredited Quality Management System Registrar)  
Acton, MA  
Southeast Regional Director

Directing NQA, USA regional operations included:

- Scheduling, planning, and coordinating effective and efficient performance of ISO 9000 pre-audit, assessment, surveillance, and re-assessment activities (i.e., auditors / assessment teams at multiple sites)
- Making recommendations based upon information gathered during pre-audit, assessment and surveillance visits (i.e., recommending the granting, continuance or withdrawal of ISO 9000 registration)
- Review and acceptance of client corrective action plans
- Training, development and monitoring the performance of internal and external auditors
- Preparation of reports and compiling relevant correspondence
- Performing marketing / sales presentations and advisory visits
- Business development, budgeting, and cost control
- Maintaining favorable client relations
- Representing NQA in industry and quality forums including ASQ, NCSLI, ISO 9000 User Networks, etc.

July 1990 –  
May 1993

General Electric (GE)  
Norcross, GA  
National Quality Manager

Directing the GE Electronic Services National Quality System included:

- Maintaining, revising and updating the GE Electronic Services Quality Management System (Quality Management System manual and Standard Operating Procedures manual) as driven by industry and customer demand
- Responsibility for cost factors involved in implementation of the quality system
- Maintaining ISO 9002:1994 Quality System Registration (obtained from NQA, USA) for the entire GE Electronic Services business (20 sites)
- Maintaining compliance with 10CFR50 – Appendix B and 10CFR21 for the entire GE Electronic Services business (supporting Nuclear Power Plant customers)
- Maintaining A.A.R. M-1003 Quality System Certification for the GE Transportation Services segment of GE Electronic Services (St. Louis, MO and Minneapolis, MN)
- Reviewing, interpreting, and evaluating relevant industry guidelines and standards for compliance and / or inclusion in the GE Electronic Services Quality Management System
- Providing consultation and assistance in administration of the Quality Management System
- Conducting internal audits of all (20) GE Electronic Services facilities
- Conducting supplier / sub-contractor quality audits, and maintaining the GE Electronic Services approved vendor list (reducing our sub-contractor base and redirecting work internally saved GE >\$100k/Year)
- Providing an effective interface for, and directing responses to customer audits
- Developing, planning, and implementing quality and associated technical training (including internal auditors)
- Developing, scheduling, coordinating, and implementing special projects including cost estimating, proposal writing, execution and follow-up
- Assisting in developing enhancements for the automated GE Electronic Services Business System (Computer scheduling, planning, and tracking system)
- Representing GE Electronic Services in industry and quality forums including ASQC, NCSL, GE CMSG, Measurement Science Conference, ISO 9000 User Networks, etc.
- Assisting other GE Businesses in preparation for their ISO 9000 registration, including

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GE Rental Lease, GE Computer Service, GE Transportation Systems, and GE Instrumentation Services – Canada

Dec. 1989 – July 1990	General Electric (GE) Norcross, GA National Quality Assurance Specialist
Dec. 1986 – Dec. 1989	General Electric (GE) Norcross, GA Electronic Technician / Metrologist / Quality Control Representative <ul style="list-style-type: none"><li>On loan to NBC (July 1, 1987 – Oct. 23, 1987) to support 4 WRC-TV, Washington, D.C. operations during the NABET strike.</li></ul>
Sept. 1984 – Dec. 1986	General Electric (GE) Norcross, GA Electronic Technician / Metrologist
Aug. 1980 – Sept. 1982	Patterson Pump Company Toccoa, GA Machinist / Sheet Metal Bender / Welder / Drill Press Operator
Nov. 1977 – Sept. 1979	Coats & Clarke, Inc. Toccoa, GA Thread & Yarn Handler
June 1977 – Oct. 1977	BMR Fabricators Toccoa, GA Sheet Metal Bender / Spot Welder / Warehouseman

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## Certifications / Licenses

- “AS 9100 Aerospace Auditor” – Probitas Authentication Certificate No. 1619032756. Auditor OIN 6128525982. Previously Exemplar Global certified “AS9100 Aerospace Auditor” - Certification No. 110366.
- Formerly an IRCA Certified "QMS Principal Auditor" (ISO 9000) - Certification No. A005891 (1993-2018)
- Lean Six Sigma Green Belt (Certified by GoLeanSixSigma.com)
- Certified 5S Workplace Organization Specialist (Certified by Michael Parent)
- ISO/IEC 27001 Information Security Associate™ (Certified by SkillFront), January 10, 2023
- NTEP VCAP Auditor (Certified by NQA-USA), May 17, 2017
- FCC "General Telephone Operator License" # PG-6-8438, Issued August 9, 1984



Probitas Authentication certifies

**RICHARD RANDALL**

Has satisfied the requirements of

**Aerospace Quality Management System Auditor**

With the following scope and grade

**AS9100 Aerospace Auditor**

CERTIFICATION DATE: DECEMBER 14, 2021  
EXPIRATION DATE: DECEMBER 14, 2024  
CERTIFICATION NUMBER: 1619032756

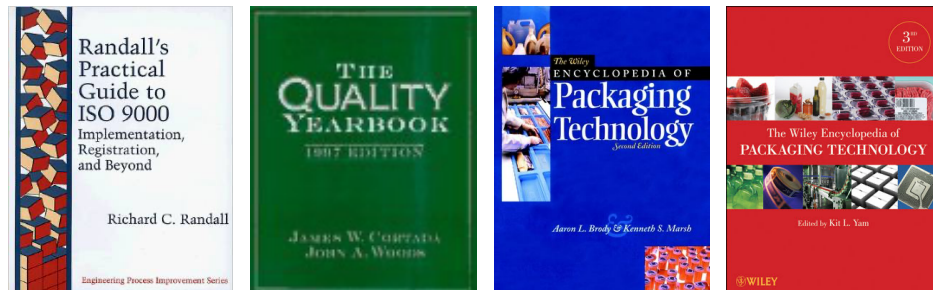
*R. Randall*  
Director of Probitas Authentication



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- Publications:**
- Contributor to the third edition (2009) of *"The Wiley Encyclopedia of Packaging Technology"*, published by John Wiley & Sons, Inc.
  - Authored the "Owl Ultralite" ver. 0.15, "Installation and User Manual" (May 2007).
  - Authored the "Owl Ultralite" ver. 0.13, "Installation and User Manual" (December 2006).
  - Co-author of ANSI/NCSL Z540.3:2006 *"American National Standard for Calibration - Requirements for the Calibration of Measuring and Test Equipment"*
  - Article titled "Quality in the Dot-Com World" appearing in the February 2001 issue of "Quality Progress" magazine.
  - Contributor to the second edition (1997) of *"The Wiley Encyclopedia of Packaging Technology"*, published by John Wiley & Sons, Inc.
  - Consulting Editor for the 1997 edition of *"The Quality Yearbook"* published by McGraw-Hill, Inc.
  - Author of *"Randall's Practical Guide to ISO 9000,"* published by Addison-Wesley Publishing Co., Reading, MA, May, 1995
  - Co-author of ANSI/NCSL Z540-1:1994 *"American National Standard for Calibration - Calibration Laboratories and Measuring and Test Equipment - General Requirements"*
  - Author of *"ISO 9000 - Questions & Answers,"* published by GE Electronic Services, June 1991 and revised in April 1992



- Education:**
- A.A.S. Electronic Sciences - March 1985  
Truett-McConnell College - Cleveland, GA
    - Accredited by the "Southern Association of Colleges and Schools, Commission on Colleges (SACSCC)".
  - Degree in Electronic Technology - September, 1984  
North Georgia Technical College - Clarkesville, GA
    - Accredited by the:
      - "Council on Occupational Education" (COE), a national accreditation body recognized by the U.S. Department of Education, and/or
      - "Commission on Colleges" (COC) of the Southern Association of Colleges and Schools (SACS), a regional accrediting body recognized by the U.S. Department of Education. COC accredits all activities of degree granting colleges.
- Training:**
- Due to the large number of courses I've attended, the following listing excludes most web-based / online training I've completed:
- "Aerospace Auditor Webinar AS9104-1:2022 and SR004" (by NQA), 5/13/22
  - "Client Audit Program, AKA - The Matrix" (by NQA), 5/13/22
  - "OASIS FORM 5, Block 30 (Report Audit Summary) Requirements" (by NQA), 5/13/22
  - "ISO 17021-1 and AS9104-1 Focus Training" (by Platinum), 5/02/22
  - "Information & Communication Technology (ICT) Auditing Procedure" (by Platinum),

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9/29/21

- NQA, USA – AS Training on AS9104-1, -2, -3, OASIS Rev. 3 and OCAP Tool, 09/09/21
- Udemy, “Business Process Modeling A-Z™: Learn BPMN 2.0 From Scratch”, April 16, 2021
- NQA, USA – “Remote Auditing - Part II Webinar” January 6, 2021
- “Information & Communication Technology (ICT) Auditing Procedure” (by Platinum), 9/28/20
- “NQA, USA – CPAR Training for AS6081 Auditors”, June 22, 2020
- “NQA, USA – CPAR Training for Aerospace Auditors”, May 18, 2020
- “NQA, USA – CPAR Training”, May 18, 2020
- “NQA, USA – Remote Audit Training & COVID-19 Update”, March 18, 2020
- “Performing AQMS Audit Reviews” (by Platinum), February 08, 2020
- “NQA, USA – Remote Auditing”, September 13, 2019
- “NQA, USA – Measuring Processes”, June 24, 2019
- “ISO 19011:2018 Auditor Update Training” (by Platinum), June 19, 2019
- “NQA, USA Teaming Conference – Aerospace Training”, October 9, 2018
- “NQA, USA Teaming Conference – General Training”, October 8, 2018
- “Lean Six Sigma Green Belt Certification” (by GoLeanSixSigma.com) April 8, 2018
- NTEP VCAP Certified Auditor (by NQA-USA), May 17, 2017
- “IAQG-sanctioned 9100:2016 Update Training”, April 30, 2017
- “NQA, USA Teaming Conference – Aerospace Training”, February 21, 2017
- “NQA, USA Teaming Conference – General Training”, February 20, 2017
- “NQA, USA Teaming Conference – Aerospace Training”, August 16, 2016
- “NQA, USA Teaming Conference – General Training”, August 15, 2016
- “NQA, USA Teaming Conference – Aerospace Training”, February 23, 2016
- “NQA, USA Teaming Conference – General Training”, February 22, 2016
- IAAR, PECB, Exemplar Global – “Transition Course: ISO 9001:2008 to ISO 9001:2015 (9001TC)”, August 30, 2015
- “NQA, USA Teaming Conference – Aerospace Training”, June 17, 2015
- “NQA, USA Teaming Conference – ISO 9001:2015 Transition”, June 16, 2015
- “NQA, USA Teaming Conference – General Training”, June 15, 2015
- IAQG – “9101E/9101:2014 Revision, Training”, December 2, 2014
- “Avoidance of Counterfeit Electronic Parts Management Systems per ANAB Accreditation Rule 47.” This training includes the requirements of AS5553 and AS6081. February 19, 2014
- “NQA, USA Teaming Conference – General Training”, February 18, 2014
- “NQA, USA Teaming Conference – Aerospace Training”, February 17, 2014
- “NQA, USA Teaming Conference – General Training”, August 27, 2013
- “NQA, USA Teaming Conference – Aerospace Training”, August 26, 2013
- “NQA, USA Teaming Conference – General Training”, February 19, 2013
- “NQA, USA Teaming Conference – Aerospace Training”, February 18, 2013
- ABS “Auditor Indoctrination” training, March 26, 2012
- “Smithers Quality Assessments – New Auditor Training”, October 7, 2011
- “NQA, USA Teaming Conference – General Training”, August 23, 2011
- “NQA, USA Teaming Conference – Aerospace Training”, August 22, 2011
- “IAQG-Sanctioned Aerospace Auditor Transition Training – 9100”, July 27, 2011 (OASIS database updated on July 29, 2011 to reflect successful completion of transition training)
- “Foundations: Understanding 9100 - By Plexus / IAQG Online Development Platform”, July 10, 2011
- “ACLASS Assessor Forum”, April 12-15, 2011
- “NQA, USA Teaming Conference – General Training”, February 25, 2010
- “NQA, USA Teaming Conference – Aerospace Training”, February 24, 2010
- “NQA, USA Audit Report Webinar – New Forms” (1 hour), August 13, 2009
- “NQA, USA Teaming Conference – General Training”, February 25, 2009
- “NQA, USA Teaming Conference – Aerospace Training”, February 24, 2009
- “NQA, USA Teaming Conference – General Training”, August 28, 2008
- “NQA, USA Teaming Conference – Aerospace Training”, August 27, 2008
- “NQA, USA Teaming Conference – General Training”, February 21, 2008
- “NQA, USA Teaming Conference – Aerospace Training”, February 20, 2008
- “VCA North America Auditor Training”, January 21-22, 2008

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- "NQA, USA Teaming Conference – General Training", August 23, 2007
- "NQA, USA Teaming Conference – Aerospace Training", August 22, 2007
- "AS9100 Aerospace Auditor" Bureau Veritas Training, August 20-21, 2007
- "NQA, USA Teaming Conference – General Training", February 22, 2007
- Intertek Systems Certification – Single Management System Training Session", Jan. 2, 2007
- "NQA, USA Training and Development QMS Training", August 24, 2006
- Intertek Systems Certification – Auditor Teleconference", July 25, 2006
- "ACLASS Assessor Forum", July 7-9, 2006
- "NQA, USA Training and Development QMS Training", February 23, 2006
- "NQA, USA Training and Development QMS Training", February 24, 2005
- "Intertek ISO 9000 Quality Auditor Development Training", Sept. 24, 2004
- "NQA, USA Training and Development QMS Training", August 26, 2004
- "NQA, USA Training and Development QMS Training", February 27-28, 2003
- "NQA, USA Training and Development QMS Training", August 21-22, 2002
- "NQA-LS Training and Development training", August 21, 2002
- "NQA, USA Training and Development QMS Training", Feb. 28 & Mar. 1, 2002
- "NQA, USA Training and Development QMS Training", August 22-23, 2001
- "NQA-LS Training and Development training", August 21, 2001
- "NQA, USA ISO 9000:2000 Auditor Training", August 17-18, 2000
- "A2LA ISO/IEC 17025 Auditor Training" (A2LA Assessor Conclave), May 20-21, 2000
- "NQA, USA Semi-Annual Training Session" – February 17-18, 2000
- Excel Partnership "Uncertainty of Measurement" course – Feb. 15, 2000
- "Intertek ISO 9000 Quality System Assessment Program", Oct. 26, 1998
- "A2LA ISO Guide 25 Auditor Training" (A2LA Assessor Conclave), June 6-8, 1996
- "Assessors of Quality Systems," Kennedy & Donkin Quality Engineering, Dec. 9-12, 1991
- "Evaluation and Presentation of Business Ideas," GE Course, May 8, 1991
- "Quality Systems Standards for the 1990's," GA. Institute of Technology, Nov. 26-27, 1990
- "Electronic Instrumentation and Control," General Electric, September 17, 1985
- "On-The-Job (OJT) Metrology Training" at GE Electronic Services, Sept. 1984 - Dec. 1986

## Honors / Awards:

- Speaker at the "NQA, USA Teaming Conference – Aerospace Session" – Presentation: "Auditing AS9102B – First Article Inspections", October 9, 2018
- Host at the "NQA, USA Teaming Conference – General Training" – Work Shop: "ISO 9001:2015 – Auditing Risks & Opportunities", February 22, 2016
- Speaker at the "NQA, USA Client Session" – Presentation: "The Human Side of Auditing", August 28, 2013
- Speaker at IAQG's "Registration Management Committee (RMC)" – Presentation: "The Human Side of Auditing", July 18 & 19, 2013
- 2<sup>nd</sup> Place, ToastMasters International Speech Contest – "Orbiting Toasters - Table Topics Contest", March 27, 2013
- Speaker at the "NQA, USA Semi-Annual Teaming Session – General Session" – Presentation: "The Human Side of Auditing", February 19, 2013
- Speaker at "Quality Expo Detroit" - Presentation: "Best Practices for Implementing a Web-Based Quality Management System" - June 11, 2008
- Speaker for "The Mergers & Acquisitions Advisor Executive Series: Bulletproof Due Diligence Strategies" sponsored by Fleet Capital – Feb. 26, 2002
- Presenter for 15<sup>th</sup> Annual Southeastern Quality Conference, Oct. 21-22, 1996
- Panelist at "Meeting of the Minds," ISA/93 - sponsored by Fluke Corp.
- GE Performance Recognition Awards - Dec. 1990, Sept. 1991, Feb. 1992 & Mar. 1993
- Certificate of Appreciation - Speaker at NCSL Annual Workshop, Aug. 2-6, 1992
- Certificate of Appreciation - Panelist at Measurement Science Conference, Jan. 30-31, 1992
- GE Computer Service "Winners' circle" for outstanding performance – 1991 & 1992
- Nominated for Georgia Occupational Award of Leadership (G.O.A.L.) – 1983 & 1984
- Honor Graduate at North Georgia Technical College (Deans List 7 out of 8 qtrs.)
- Former member of the Boy Scouts of America – "Order of the Arrow"

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**Committees:** Contributor to the SAE G-14 Americas Aerospace Quality Standards Committee (AAQSC) – subcommittee responsible for the SAE AS 9102 “Aerospace First Article Inspection Requirement”.

Former Member of NCSL TQM "Committee for Calibration Services" – ANSI 174 Writing Committee (ASC Z540) - responsible for the ANSI/NCSL Z540.3 “American National Standard for Calibration”. Committee disbanded & standard withdrawn.

Former contributor to ISO/CASCO/WG 44 - responsible for the ISO 17025 “General requirements for the competence of testing and calibration laboratories”.

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**Computer Skills:**

Advanced user skills with programs such as:

Word Processors: <ul style="list-style-type: none"><li>• Microsoft Word 2021 (Mac)</li><li>• LibreOffice v7.5 – Writer (Cross Platform)</li></ul>	Presentation Software: <ul style="list-style-type: none"><li>• Microsoft PowerPoint 2021 (Mac)</li><li>• LibreOffice v7.5 – Impress (Cross Platform)</li></ul>
Spreadsheets: <ul style="list-style-type: none"><li>• Microsoft Excel 2021 (Mac)</li><li>• LibreOffice v7.5 – Calc (Cross Platform)</li></ul>	Project / Task Management: <ul style="list-style-type: none"><li>• Gantt Project v3.2 (Cross Platform)</li><li>• Task Coach v1.4.5 (Cross Platform)</li></ul>
Web Conference Apps: <ul style="list-style-type: none"><li>• Zoom</li><li>• WebEx</li><li>• Microsoft Teams</li><li>• GoToMeeting</li><li>• FreeConferenceCall.com</li></ul>	Publishing (eBook / PDF): <ul style="list-style-type: none"><li>• Sigil v0.9.14 &amp; v1.9.20 (Cross Platform)</li><li>• PageEdit v1.9.20 (Cross Platform)</li><li>• PDF Expert v2.5.22 (Mac)</li><li>• PDFpenPro v7.3.4</li><li>• PDFelement Pro v6.0</li></ul>
Flowcharting (BPMN, InfoGraphics, VSMs): <ul style="list-style-type: none"><li>• Camunda Modeler v5.9.0 (Cross Platform)</li><li>• Draw.io-Desktop v20.8.16 (Cross Platform)</li><li>• Edraw Infographic v8.7 (Mac)</li><li>• XMind 8 (Mac)</li></ul>	HTML Editors & Web Publishing: <ul style="list-style-type: none"><li>• BlueGriffon v3.0.1 (Cross Platform)</li><li>• SeaMonkey Composer v2.53.15 (Cross Platform)</li><li>• Bluefish v2.2.12 (Cross Platform)</li></ul>
Web-Based Document Management Systems: <ul style="list-style-type: none"><li>• DokuWiki (2022-07-31a, "Igor")</li></ul>	FTP (File Transfer Protocol): <ul style="list-style-type: none"><li>• Classic FTP Plus v4.03 (Mac)</li></ul>

Advanced coding knowledge of HTML 4.01, HTML 5, CSS 2, XHTML 1.0 & 1.1, “DokuWiki” syntax coding.

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**References:** Available upon request.